



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/752,021	12/28/2000	Syed Kirmani	GES-0030/85CS00027

23413  
CANTOR COLBURN, LLP  
55 GRIFFIN ROAD SOUTH  
BLOOMFIELD, CT 06002

CONFIRMATION NO. 9053

## FORMALITIES LETTER



\*OC000000005921447\*

Date Mailed: 03/30/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

## Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

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130.00 DP

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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#3 \$ Sector

**CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)**

Docket No.

Applicant(s): Syed Kirmani, et al.

GES-0030/85CS00027

MAY 21 2001  
Serial No.  
09/752,021

Filing Date  
12-28-2000

Examiner

Group Art Unit  
2161

Invention: **METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE**

I hereby certify that this Response To Notice To File Missing Parts Of Application and Declaration/POA  
(Identify type of correspondence)

is being deposited with the United States Postal Service as first class mail in an envelope addressed to: The  
Commissioner of Patents and Trademarks, Washington, D.C. 20231-0001 on May 17, 2001  
(Date)

Tammie Lanthier

(Typed or Printed Name of Person Mailing Correspondence)

Tammie Lanthier

(Signature of Person Mailing Correspondence)

**Note: Each paper must have its own certificate of mailing.**

**Response To Notice To File Missing Parts Of Application**  
**Filing Date Granted (PTO-1533)(Large Entity)**

Docket No.  
GES-0030/85CS00027

In Re Application Of: Syed Kirmani, et al.

Serial No.  
09/752,021

Filing Date  
12-28-2000

Examiner

Group Art Unit  
2161

Invention: **METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE**

TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Box Missing Parts

This is a response to the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533) mailed on

3-30-2001

*Date*

Enclosed herewith for filing are the following:

- ☒ A copy of the Notice to File Missing Parts of Application - Filing Date Granted (PTO-1533). **(REQUIRED)**
- ☐ An oath or declaration in compliance with 37 CFR 1.63, including residence information and identifying the application by the above Application Number and Filing Date.
- ☒ A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date.
- ☐ An oath or declaration in compliance with 37 CFR 1.63 listing the names of all inventors and signed by the omitted inventor(s), identifying this application by the above Application Number and Filing Date.
- ☐ A verified English translation of the non-English language application papers as originally filed. It is requested that this translation be used as the copy for examination purposes in the United States Patent and Trademark Office.
- ☒ Other (list):

In response to the requirement to submit substitute drawings in compliance with 37 CFR 1.84, enclosed is a copy of Transmittal of Formal Drawings which were filed on March 9, 2001

**Response To Notice To File Missing Parts Of Application  
Filing Date Granted (PTO-1533)(Large Entity)**

Docket No.  
**GES-0030/85CS00027**

In Re Application Of: **Syed Kirmani, et al.**

Serial No.  
**09/752,021**

Filing Date  
**12-28-2000**

Examiner

Group Art Unit  
**2161**

Invention: **METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE**

**TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

**Box Missing Parts**

☒ Completion of application fees as calculated below:

☐ Utility application filing fee

☐ Design application filing fee

☐ Total number of independent claims = \_\_\_\_\_

☐ Total number of claims = \_\_\_\_\_

☐ Multiple dependent claims

☒ Surcharge for late payment of filing fee and/or late filing of original declaration or oath **\$130.00**

☐ Petition and fee for filing by other than all the inventors or a person not the inventor

☐ Fee for processing an application filed with a non-English language specification

☐ Fee for processing and retention of application

Total completion of application fees **\$130.00**

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the above-identified Notice to File Missing Parts of Application. The requested extension is as follows (check time period desired). If an additional time extension is required, please consider this a petition therefor.

☐ One month    ☐ Two months    ☐ Three months    ☐ Four months    ☐ Five months

from: \_\_\_\_\_ until: \_\_\_\_\_  
Date Date

Total time extension fees \_\_\_\_\_

Total fees due **\$130.00**

**Response To Notice To File Missing Parts Of Application  
Filing Date Granted (PTO-1533) (Large Entity)**

Docket No.  
GES-0030/85CS00027

In Re Application Of: Syed Kirmani, et al.

Serial No.  
09/752,021

Filing Date  
12-28-2000

Examiner

Group Art Unit  
2161

Invention: **METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE**

TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Box Missing Parts

The fee of **\$130.00** is to be paid as follows:

- ☒ A check in the amount of the fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. **06-1130**  
A duplicate copy of this sheet is enclosed.
- ☐ If an additional extension of time is required, please consider this a petition therefor and charge any additional fees which may be required to Deposit Account No.  
A duplicate copy of this sheet is enclosed.

  
Signature

Dated: **May 17, 2001**

**Deborah B. Crenshaw**  
Registration No. 41,689  
Confirmation No. 9053  
PTO Customer No. 23413

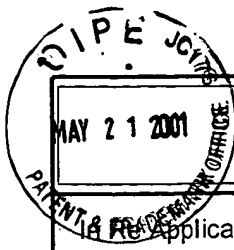
I certify that this document and fee is being deposited  
on **May 17, 2001** with the U.S. Postal Service as  
first class mail under 37 C.F.R. 1.8 and is addressed to the  
Assistant Commissioner for Patents, Washington, D.C.  
20231.

  
Signature of Person Mailing Correspondence

**Tammie Lanthier**

Typed or Printed Name of Person Mailing Correspondence

CC:



<b>TRANSMITTAL OF FORMAL DRAWINGS</b>	Docket No. GES-0030
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Re Application Of: **SYED KIRMANI ET AL.**

Serial No.	Filing Date	Batch No.	Examiner	Art Unit
09/752,021	12/28/2000	-		

Invention: **METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE**

Address to:  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Transmitted herewith are:

**THREE (3)** sheets of formal drawing(s) for this application.

Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c) on the reverse side of the drawing.

*Signature*

Deborah B. Crenshaw, Esq.  
Registration No. 41,689  
CANTOR COLBURN LLP  
55 Griffin Road South  
Bloomfield, CT 06002  
Telephone: (860) 286-2929  
Facsimile: (860) 286-0115

Dated: March 9, 2001

I certify that this document and attached formal drawings are being deposited on March 9, 2001 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

*Signature of Person Mailing Correspondence*

**Barbara Latourelle**

*Typed or Printed Name of Person Mailing Correspondence*

THE STAMP OF THE PATENT OFFICE, PLACED HEREON,  
ACKNOWLEDGES RECEIPT OF:



Applicant: SYED KIRMANI ET AL.  
Appln. No.: 09/752,021  
Filing Date: DECEMBER 28, 2000  
For: METHOD AND SYSTEM FOR PROVIDING REAL  
TIME CUSTOMER SERVICE  
Ref. No.: GES-0030

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Transmittal of Formal Drawings (1 page), Formal Drawings (3 sheets),  
Certificate of Mailing by First Class Mail.

Mailed to USPTO: March 9, 2001

Received in the USPTO: